

# FREQUENTLY ASKED QUESTIONS ABOUT BUSINESS TRAVELLER

## FAQS

### MEMBERSHIP



**Q: Why should I join the Business Traveller programme?**

**A:** As a member, you will get a discount off any Economy, Flexi or Premium car and Flexi foot passenger single or return fares including cabins. You may add other users from your business to your account to maximise the number of bookings and thus increase your discount as this is linked to your revenue spend. You can join the programme for free.

.....

**Q: Who can become a member of the Business Traveller programme?**

**A:** A company or a sole trader can become a member.

.....



**Q: How can I join the Business Traveller programme?**

**A:** Simply complete the online registration form. Please note that you will be asked to set up a password for secure access to your account and travel management system.



**Q: Who should complete the application form to join the Business Traveller programme?**

**A:** The person that is going to administer the account, make bookings, nominate other staff members to use the account and / or travel.

.....



**Q: I do not have an email address or online access, can I still become a member?**

**A:** Business Traveller is an online programme. We will communicate with you by email and online so without it, it is difficult to keep you informed to help you get the most out of the programme. Therefore, you must have a valid email address to be part of the Business Traveller programme.

.....



**Q: How long is Business Traveller membership valid for?**

**A:** Your membership is valid for 12 months from join date and will continue if you maintain the £1,000 minimum spend required for programme membership per year. Failure to do so could result in termination of your membership.

.....



**Q: How does Cardless membership work?**

**A:** As a member you will receive a Business Traveller account number that will automatically be printed on your boarding card every time you check-in.

.....

**Q: I am already a member of Extra, can I join the Business Traveller programme?**

**A:** Certainly, however you will only earn Extra points on anything you buy onboard and Extra points cannot be earned or redeemed against Business Traveller discounts. No points can be transferred over to the Business Traveller programme.

# DISCOUNTS AND BENEFITS

## Q: How do the discounts work?

A: Within 24 hours of joining the programme you will enjoy 10% discount on all future bookings. When you have completed the required revenue spend you will, within 24 hours of the date of travel be automatically upgraded to the next discount level. You will remain at this discount level for 12 months unless you have completed the required revenue spend to move to the next level.

If you have been upgraded and fail to reach the minimum spend for a particular discount level within a 12 month period you will be automatically downgraded to a lower discount level or if you fail to reach the minimum spend level of £1,000 Stena Line may terminate your membership.

---

## Q: How many discount levels are there in the programme?



A: There are 3 levels based on revenue spend.

Level 1 – 10% discount when you become a member and spend £1,000 per year

Level 2 – 12.5% discount when you spend £3,000 or more

Level 3 – 15% discount when you spend £6,000 or more



---

## Q: How will I know what discount level I am on?

A: Your discount level can be seen when you make a booking and will also be printed on your boarding card.

---

## Q: Are there restrictions on what fares the discount applies to?

A: The discount applies to Economy, Flexi or Premium car and Flexi foot passenger single or return fares including cabins. It does not apply to any other offers, products or promotions.



**Q: Which vehicles does the discount apply to?**

A: Vehicles up to 6m in length specifically designed for the carriage of passengers and their personal baggage. Car based vans up to 6m long will be charged the same as a car. Vehicles constructed for the carriage of goods and horse or cattle boxes / trailers conveying livestock or goods are excluded from these discounts and are subject to freight rates.

.....

**Q: How do I upgrade to the next discount level?**

A: When you have completed the required revenue spend to take you to the next level this will be automatic after travel date. This new level of discount will be available 24 hours after your travel has been completed.

.....

**Q: What happens if I do not fulfil the criteria for a particular discount level?**

A: If you fail to reach the minimum spend for a particular discount level within a 12 month period you will be automatically downgraded to a lower discount level or if you fail to reach the minimum spend level of £1,000 Stena Line may at its discretion terminate your membership.

.....



**Q: Does the discount apply to cabins?**

A: The discount applies to pre-booked cabins and Superfast suites.

.....



**Q: Does the discount apply to pre-booked meals?**

A: Pre-booked meals are not included as they have already been discounted.

.....

**Q: Does the discount apply to the Stena Plus Lounge?**

A: The discount does not apply to the Stena Plus Lounge however we recommend you book the Premium fare which includes access to the Stena Plus lounge for 2 people as well as express boarding and disembarkation. (Express boarding and disembarkation is not included as part of the Premium product on the Liverpool - Belfast or Harwich - Hook of Holland routes).



**Q: If I book a Special offer or different product will this be counted towards my revenue spend?**

A: It will be included towards your revenue spend, however, no discount will apply as it is not an Economy, Flexi or Premium fare.

.....

**Q: Does the discount apply to special offers?**

A: The discount does not apply to special offers however your trip will still be counted towards your revenue spend.

.....

**Q: Can discount be given retrospectively?**

A: Discount cannot be given retrospectively so always ensure you quote your account number if booking by telephone. For future bookings that were made at a lower level of discount, any price differences can be refunded after travel date.

.....

**Q: I have just upgraded to the next level and the discount has not been applied to future bookings?**

A: You need to go into your booking details and make an update/change in order for the new discount level to be activated on an already made booking.

All discounts given are based on the fare before applying any fees and dues.

# MAKING BOOKINGS AND NOMINATING USERS



## Q: How do I book?

A: Via a secure online Business Traveller system which offers an easy to use booking search function where you can retrieve, view, amend and cancel bookings.

.....

## Q: Where can I find how many bookings I have made?

A: You will find the booking history in the bookings tab of your online system.

.....

## Q: Does the Business Traveller programme apply to group bookings?

A: It applies to Economy, Flexi or Premium bookings with up to 9 persons travelling with or without a vehicle.

.....



## Q: What is the difference between an Admin User and User?

A: The Admin User can make bookings, nominate other staff members, update their details, remove users and update company details. A User can make bookings and only update his/her details. Admin Users and Users can also be those persons travelling. There is no limit to the number of Admin Users and Users. Please note that the person that applies for membership will be an Admin User.

.....

## Q: How can I nominate others to use my account?

A: You can add more staff members to your Business account via the Users tab in your online booking system. Please remember to tick the box if you wish to make them an Admin User.



**Q: How do I remove a member from my account?**

A: This can be done via the Users tab in your secure online booking system.

.....

**Q: Can you book by telephone?**

A: We recommend that you book online on your secure booking system. You can book by phone however service fees may apply and please ensure you quote your account number to get your discount.

.....

## **PAYMENT**



**Q: How can I pay for my travel as a Business Traveller?**

A: You can pay by debit or credit card.

.....

**Q: Can I have a credit account?**

A: You can apply for a credit account, subject to completion of a direct debit agreement and credit check.

.....

**Q: Can I have a credit and cash account?**

A: It is either a credit or a cash account it is not possible to have both.